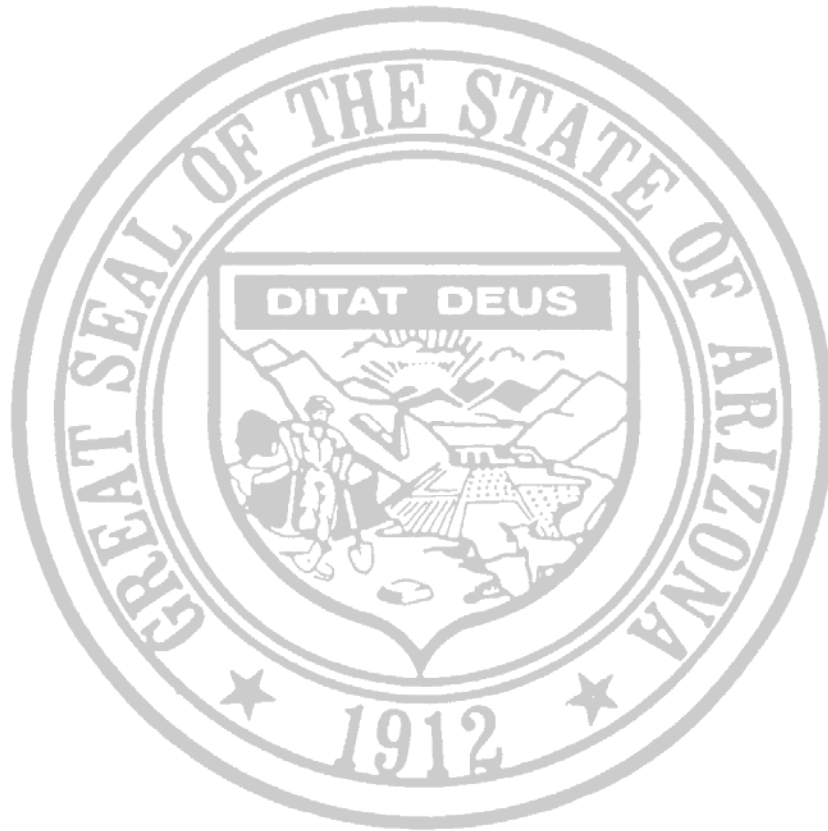


# **Arizona**

## **Methods of Administration**

### **Workforce Investment Act**



**Element Four:**  
**Universal Access**

<b>ELEMENT FOUR</b>
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<b>PROVISION OF UNIVERSAL ACCESS TO PROGRAMS AND ACTIVITIES</b>
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**Purpose:**

It is the intent of this Element to address how the State of Arizona and its recipients are complying with the requirements of 29 CFR Part 37.42 relating to the provision of universal access to programs and activities.

- 1. The State has communicated the obligation of recipients (e.g., LWIAs, One-Stop Operators and service providers) to make efforts (including outreach) to broaden the composition of the pool of those considered for participation or employment in their programs and activities in an effort to include members of both sexes, of various racial, ethnic and age groups, as well as individuals with disabilities.**

In the State's EO Monitoring Tool, LWIA EO Officers were asked about their Universal Access obligations with the following questions:

- a. Is the recipient aware of its obligation to provide universal access to its WIA Title I financially assisted programs and activities?  
Yes \_\_\_\_\_ No \_\_\_\_\_
- b. What steps has the recipient taken to broaden the composition of the pool of those considered for participation or employment in their programs and activities including members of both sexes, various racial/ethnic groups, individuals with disabilities and individuals in differing age groups?"

- 2. Recipients have made and will continue to make efforts to broaden the composition of those considered for participation or employment in their programs and activities, as described above.**

The Employment Administration is part of the DES Division of Employment and Rehabilitation Services (DERS). The Rehabilitation Services Administration (RSA) is the part of DERS that provides services to individuals with disabilities that create barriers to employment or independent living. As such, RSA has worked with the One-Stop Centers and other WIA Partner programs to increase employment opportunities for persons with disabilities. An employer outreach program titled "Partnering for Success" has provided encouragement such as support for employers, tax credit incentives, on the job training, etc. to improve access to programs and activities for WIA participants with disabilities.

In conjunction with RSA, each LWIA in Arizona has designated a person with disabilities as a "Navigator" whose duties include providing services and assistance for individuals with disabilities. RSA is providing this service in One-Stop Centers in each LWIA.

The mix of multiple funds and multiple partners in One-Stop Centers provides the broadest possible menu for all job seekers. Eligible individuals include:

- special needs participants
- persons with disabilities
- persons with limited English speaking ability
- persons training for nontraditional employment
- displaced homemakers
- public assistance recipients
- veterans
- persons with multiple barriers to employment
- older participants
- women
- minorities

For Local Workforce Investment Areas in Arizona, technology is a key component in ensuring access to everyone by employing a number of strategies to include the following:

1. Increased connection among services;
2. Provision of Equal Opportunities for workforce training services for both rural and urban areas, as well as for persons with disabilities or other barriers to communication;
3. Access to services for persons of all levels of computer literacy;
4. Assistance in using the self-service component of the One-Stop Center.

LWIAs in Arizona work to enhance the employability and increase the earning potential of individuals with multiple barriers to employment. Strategies to address individual needs include assessments of skills and abilities, basic skills programs, occupational skill training, job analyses, job accommodations, disability awareness training and other activities that address barriers and support achievement of positive employment outcome. Individuals with multiple barriers to employment are offered a continuum of education, job training, career counseling and job development to enhance achievement and retention of employment. To enhance the employability skill of individuals with disabilities, Local Workforce Investment Boards (LWIBs), One-Stop Centers and providers assure:

1. Representation of individuals with disabilities on staff, where feasible;
2. Cross training of staff;
3. Disability awareness training for staff;
4. Outreach programs for individuals with disabilities,
5. Specific staff, service goals and expectations;

6. Technical assistance to employers including information regarding ADA requirements and available tax credits; and
7. Outcome measures of goals and expectations.

LWIAs and their service providers makes efforts to provide universal access in services to clients of both sexes, the various race/ethnic and age groups, individuals with disabilities and individuals with limited English proficiency. Activities include:

1. Publicity materials (brochures, letters) designed to provide an overview of employment services to the general public. These materials can be mass mailed, used as handouts, or provided to libraries and schools.
2. Participation in local and statewide job related events. Among these are job fairs, school career days, media feature stories, seminars and networking groups.
3. Coordination and involvement with various agencies, committees, task forces, and projects that deal with employment-related functions. (i.e.: Vocational Rehabilitation, Job Service, Unemployment Insurance, etc.).
4. Employment service special programs for targeted groups i.e. veterans, youth, job corps, etc. These programs mandate outreach to the target populations.

LWIA One-Stop Centers have taken the following actions to ensure universal access:

- Signs have been posted to inform customers of telephone numbers to call or to see the manager if an accommodation is needed to receive services.
- Individuals have been identified and/or organizations available if assistance is needed to provide services or information in a language other than English, and written procedures have been distributed to staff.
- Employees who have skills in languages other than English have identified themselves and offered their services in assisting agency customers by providing instruction, conveying information, or assisting with completing forms.
- Current lists of local community organizations specific to their community that serve or represent the various ethnic, gender and age group segments and individuals with disabilities have been maintained.
- Ongoing contacts have been maintained with community based organizations and advocacy groups to ensure their center meets the specific needs of each constituency.
- Coordination linkages with other local, State and Federal agencies serving the various segments of the populations have been developed.

- Participation in community employment events such as job fairs, employment seminars, and public recruitment for employers has publicized the services of One-Stop Centers.
- One-Stop Center staff serves on the advisory boards of, or offer technical assistance to advocacy groups and community based organizations.
- Advertisement in the mass media to promote the use of DES programs, services and benefits.
- On-site visits with employers and community agencies, participation in job fairs, special recruitment efforts, employer seminars, and public relations campaigns has encouraged employer use of DES Employment Services.
- One-Stop Center office space, where available, has been provided to local groups and organizations for recruitment, promotional efforts and other related activities.
- **The State monitors and evaluates the success of recipient efforts to broaden the composition of those considered for participation and employment in their programs and activities, as described above.**

DES uses census statistics and state and local market trends to stay abreast of the populations to be served including members of both genders, the racial/ethnic and age groups as well as persons with disabilities and individuals with Limited English Proficiency.

DES is aware of the significant population increase of individuals with Limited English Proficiency in the state and takes reasonable steps to ensure that policies and procedures do not deny equal access. The Department implements, evaluates and documents programs, activities and services to customers with Limited English Proficiency.

DES is responsible for monitoring all WIA recipients and ensuring compliance with the universal access element of nondiscrimination and Equal Opportunity provisions of Section 188 of the WIA. The Department continually stresses to recipients the importance of their obligation to expand the diversity of the participant pool and staffing selections. DES annually monitors the LWIAs to measure the effectiveness of the LWIA's efforts to serve and employ a diverse population, including members of both genders, various racial, ethnic and age groups, and individuals with disabilities.

DES has developed policies to address the segments of the population who need equitable services and outreach efforts in languages other than English. LWIAs provide translation services when a significant number of the eligible local population needs services or information in an alternate language.

In the selection of site locations, satellite offices, and outstations, consideration is given to accessibility to members of the general population for all programs, services and benefits.

Current DES practices designed to broaden the composition of those considered for participation and employment at the One-Stop Centers include the following:

1. Designated bilingual position postings.
2. Recruitment of applicants with bilingual skills and experience.
3. Identification of staff with bilingual skills.
4. Information exchange and collaboration with community organizations regarding translators, interpreters and resources for Limited English Proficiency.
5. Publication of selected materials in Spanish.
6. Use of volunteer interpreters, telephone interpreters and contract interpreters as needed to provide language assistance to customers on a case-by-case basis.